

MAJOR FUNCTION

This is responsible managerial, professional, technical, administrative, and supervisory work in overseeing the daily activities of the Transit Operations Division. An employee in this class oversees and coordinates the planning of route and schedule selection, division budget preparation and other reporting. Work is performed under the general administrative direction of the Director-Transit. The incumbent is expected to exercise independent judgment and initiative and the work is reviewed through conferences, analysis of reports and recommendations, and through evaluation of results obtained. The incumbent serves as the department's Safety Management System (SMS) coordinator and develops, implements, and operates the agency's federally required SMS.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Manages staff and resources to achieve service standards and goals in the most effective and cost-efficient manner. Evaluates the delivery of service for maximum effectiveness and makes recommendations for improvements. Evaluates private transportation providers for operational and regulatory compliance. Plans, schedules, assigns, supervises, and reviews the work of drivers, supervisors, dispatchers, and clerical employees. Coordinates and directs driver training, testing, and other safety, and compliance programs. Recommends and/or implements appropriate disciplinary action for safety violations and misconduct. Oversees the investigation of customer complaints and takes appropriate follow-up action. Handles driver grievance hearings. Develops operational reports, and performs administrative functions such as overseeing payroll, accounts receivable/payables, purchasing activities, data collection, and the preparation and submission of required reports. Determines cost allocation and relationship to route efficiency. Oversees the preparation and administration of the division's budget. Recommends the selection, transfer, advancement, discipline, grievance adjustment and dismissal of unit personnel. Performs related work as required.

Other Important Duties

Represents the department at local and state levels on issues related to transportation programs; recommend modifications to City transit operation programs, policies, and procedures as appropriate. May serve on ad hoc or cross-functional teams or committees to advocate for issues affecting the Transit Operations division. Perform related duties and responsibilities as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the characteristics and operation of a public or comparable transit system. Considerable knowledge of transit operating principles. Considerable knowledge of state and local traffic and other regulations relating to the operations of passenger-carrying vehicles. Considerable knowledge of the operation and maintenance of passenger carrying vehicles. Considerable knowledge of the principles of supervision, training, and performance evaluation. Ability to perform budgetary analysis of administrative and operational costs. Ability to coordinate the successful implementation of policies and procedures. Ability to communicate effectively, both orally and in writing. Ability to write reports and maintain files. Ability to plan, schedule and assign transportation personnel and equipment. Ability to plan, organize and supervise work of subordinates in a manner conducive to full performance, high morale, and safe operations. Ability to make accurate cost estimates for special projects requiring the use of transit buses. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, mass transportation or a closely related field and four years of safety and/or training compliance experience; or an equivalent combination of training and experience. Two years of required experience must have been in a supervisory capacity.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Established: 05-11-19

Revised: 06-14-22

07-26-22

04-05-23

12-17-24